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Date: May 9, 2000  
File No.: 99EC015/75339

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Hymel  
Serial No.: 09/505,318  
Filed: February 16, 2000  
For: ACD MULTIMEDIA CUSTOMER  
CONTACT ROUTING WITH DELAY  
ANNOUNCEMENTS

I hereby certify that his paper is being deposited with the United States Postal Service as Express Mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, DC 20231, on this date: May 10, 2000

Express Mail Label No. EL133502113US

Group Art Unit: Not assigned

ASSISTANT COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

Sir:

Completion of Filing Requirements

Transmitted herewith in response to the Office letter dated May 5, 2000 are:

- (X) Declaration or oath for this application.
- (X) Filing fee for this application.
- (X) Assignment(s) of the invention to Rockwell Electronic Commerce Corp.
- ( ) \_\_\_\_\_ Statement(s) of Small Entity Status.
- ( ) Petition for Extension of Time.
- (X) Other Assignment Recordation Form Cover Sheet
- ( ) A Check in the amount of \$\_\_\_\_\_ to cover the filing fee and/or surcharge is enclosed.
- ( ) A check in the amount of \$\_\_\_\_\_ to cover the fee for recording the assignment(s) is enclosed.
- (X) Charge \$ 1,432.00 to Deposit Account No. 03-2470.
- (X) The Commissioner is hereby authorized to charge any additional fees which may be required to this application under 37 C.F.R. §§1.16-1.17, or credit any overpayment, to Deposit Account No. 03-2470. Should no proper amount be enclosed herewith, as by a check being in the wrong amount, unsigned, post-dated, otherwise improper or informal or even entirely missing, the Commissioner is authorized to charge the unpaid amount to Deposit Account No. 03-2470. A duplicate copy of this sheet is enclosed.

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By:   
Jon P. Christensen  
Registration No. 34,137

## FORMALITIES LETTER



\*OC000000005097813\*

UNITED STATES DEPARTMENT OF COMMERCE  
Patent and Trademark OfficeAddress: COMMISSIONER OF PATENT AND TRADEMARKS  
Washington, D.C. 20231

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/505,318	02/16/2000	Darryl Hymel	99EC015/75339

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Date Mailed: 05/05/2000

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The statutory basic filing fee is missing.  
*Applicant must submit \$ 690 to complete the basic filing fee and/or file a small entity statement claiming such status (37 CFR 1.27).*
- Total additional claim fee(s) for this application is \$612.
  - \$378 for 21 total claims over 20.
  - \$234 for 3 independent claims over 3.
- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 1432.**

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

05/17/2000 GTEFFERA 00000019 032470 09505318

01 FC:105	130.00 CH
02 FC:101	690.00 CH
03 FC:103	378.00 CH
04 FC:102	234.00 CH

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